ACCESSLINE

digital PHONE SERVICE

Featuring the Vertical Xcelerator IP Phone System

DESK PHONE USER GUIDE V1.5

For Service Purchased After May 1st 2009

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Introduction to your Xcelerator Desk Phone

Welcome

The **Vertical Xcelerator phone system** is a very powerful communication system that, together with AccessLine Digital Phone Service, provides a comprehensive solution for your small business communications needs. This guide highlights some of the most commonly used features of the Desk Phone. For a complete list of features and capabilities, please refer to the Owners Manual.

You may have up to 20 desk phones associated with the Xcelerator phone system (Up to 4 plugged in to the base unit and/or up to 20 connected to your existing network or wirelessly via the wireless adapters) Each phone receives its own extension number and voicemail.

Xcelerator Desk Phone

How to use your Xcelerator Desk Phone

Answering and making calls

Answer a ringing call using the handset

Pick up the handset

Answer a ringing call using the speakerphone

Press the Speaker Key or the "Answer" soft key under the display

Make an external call

Pick up the handset or use the speakerphone key
Dial the 10-digit number

Make an internal call

Pick up the handset or use the speakerphone key
Dial the 3-digit extension number

Redialing a call

Pick up the handset or use the speakerphone key
Press the redial button

Handling Multiple Calls

Your Desk Phone has the capability to handle two phone calls at the same time.

Answering a second call

If you are on a call and another call comes in to your phone you will hear a tone from the phone and see the word "calling" on the top line of the display. To answer the call:

1. Place the first call on hold by using the hold key or use the hold soft key below the display
2. Press the down arrow to view the second call on the display screen. The phone will begin ringing
3. Answer the call by using the answer soft key or by picking up the handset

You may switch between calls by using the up and down arrows and using the resume soft key to connect to that call

Placing a second call

While on a call, you may place that call on hold and make s second call. To do so:

1. Place the first call on hold by using the hold key or use the hold soft key below the display
2. Press the down arrow to access a second line
3. Dial the 10-digit phone number or 3-digit extension number. You will be connected to that party

You may switch between calls by using the up and down arrows and using the resume soft key to connect to that call

Transferring Calls-

Note: The following instructions assume you are on a call.

Unsupervised (Blind) Call Transfer- Used when you have one OR two calls on your phone.

1. Press TRANSFER key
2. Your caller will be placed on hold
3. When you hear the dial tone, dial the desired extension number or phone number
4. Once the call has transferred, your line will hang up and the extension you transferred to will ring and connect to your caller. Do not hang up the phone until the line has disconnected.

Supervised (Announced) Call Transfer- Used when you have ONLY ONE call on your phone.

1. Place the caller on hold by pressing the hold key
2. Press the down arrow to access a second line
3. When you hear the dial tone, dial the desired extension number or phone number you wish to transfer the call to.
4. Announce the call to the new party
5. To initiate the transfer, press TRANSFER key
6. Your line will hang up and the extension you transferred to will ring and connect to your caller

Alternate Method for Transferring Calls-

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the AccessLine network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.

6. Hang up and the two parties are connected (without tying up any of your lines)

Note- If the transfer party does not pick up the phone, touch #6 to return back to the original caller.

Conferencing Calls

Initiating a conference call

1. Pick up the handset or use the speakerphone button
2. Dial the number and wait for the called party to answer
3. Place the caller on hold using the key
4. Use the down arrow to access a second line
5. Dial the number of the second party and wait until the call is ringing
6. Then press the Conference key to join the calls together

Note: If you have callers on both lines, the Conference key will conference you with both other callers.

Placing a Call on Hold

Note: The following instructions assume you are on a call

Placing a Call on Hold

Press the Hold key or the HOLD soft key under the display

Retrieving a Call on Hold

Press the HOLD key or the RESUME soft key under the display

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone. Each phone has 4 Park positions located on the far right of the phone, labeled 1 through 4. Up to 4 calls can be parked system-wide at any given time.

1. While on a call, press any one of the 4 PARK keys not currently in use
2. The caller will be placed on hold. The caller will be placed on hold and you will see the word “HOLD” on your phone
3. The selected park button will flash on all phones (for example if you parked a call on Park 1, the Park 1 button will flash on your phone and all other phones)
4. To pickup the parked call, press the flashing park button on any phone .

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as "Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on park 2". Paging will only notify phones not in use or not set to DND.

1. Either pickup the handset or uses the speaker phone
2. Dial 400
3. Make your announcement which will be heard on all phones (except phones set to DND or phones in use)
4. Hang up the phone when finished

Answering a Page

1. Either pickup the handset or uses the speaker phone
2. Press the "Answer" soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the "Reject" button

Forwarding Incoming Calls

Any call to your phone will be forwarded to the phone number or extension number you choose.

1. Press the CONFIG soft key under the LCD display
2. Scroll using the DOWN arrow on the navigation pad until "Call Forward" is displayed
3. Press the ✓ Key.
4. Select "Always Forward" and press the ✓ Key.
5. Select "Toggle"
6. "Always Forward Toggle" will be displayed. Press the up or down arrows on the navigation pad to set this option to "On"
7. Press the ✓ Key
8. Select "Forward Number" and press the ✓ Key
9. Enter the phone number or extension number for Always Forward Calls
10. When the Always Forward destination has been programmed, press the ✓ Key
11. Press the LEFT arrow ✓ on the navigation pad until the display "Quit Confirm: Yes" appears.
12. Press the ✓ Key.

Cancel Forward All Calls

1. Press the CONFIG soft key under the LCD display
2. Scroll Down using the DOWN arrow on the navigation pad until "Call Forward" is displayed.

3. Press the ✓ Key.
4. Select “Always Forward” and press the ✓ Key.
5. Select “Toggle”
6. “Always Forward Toggle” will be displayed. Press the up or down arrows on the navigation pad to set this option to “Off”
7. Press the ✓ Key
8. Press the LEFT arrow on the navigation pad until the display “Quit Confirm: Yes” appears.
9. Press the ✓ Key.

Do Not Disturb

Set DND

1. Press the CONFIG soft key under the LCD display.
2. Use the DOWN arrow of the navigation pad to scroll to DND.
3. Press the ✓ Key.
4. “Do Not Disturb: Off” will be displayed.
5. Using the Down arrow select “On”.
6. Press the ✓ Key.
7. Press the arrow on the navigation pad until the display “Quit Confirm: Yes” appears.
8. Press the ✓ Key.

Cancel DND

1. Press the CONFIG soft key under the LCD display
2. Use the DOWN arrow of the navigation pad to scroll to DND
3. Press the ✓ Key.
4. “Do Not Disturb: On” will be displayed
5. Using the Down arrow, select “Off”
6. Press the ✓ Key.
7. Press the LEFT arrow on the navigation pad until the display “Quit Confirm: Yes” appears.
8. Press the ✓ Key

Voicemail

One voicemail box is assigned to each phone. If a call to your phone is not answered or your phone is busy, the voicemail box will take a message and alert you through the message-waiting lamp at the top of the phone. Messages my only be retrieved through the desk phone.

Enter a Personal Greeting

1. Press the voicemail key ✉, or dial 200
2. Enter your password when prompted (it is 0000 by default)
3. Select “3” from the menu options
4. Select “2” to record your new greeting

Retrieving Messages From Your Desk Phone

1. Press the voicemail key , or dial 200
2. Enter your password when prompted (it is 0000 by default)
3. Press 1 to retrieve voice messages
4. After each voice message, options for saving, deleting or forwarding the message will be offered. Follow the voice prompts

Retrieving messages when you are away from the office

1. Dial your Voicemail Access Phone Number which was sent to you via email with all of your other system phone numbers.
2. After 3 rings, you will hear “If you are a user on this system, touch star to continue”
3. Press the * key
4. You will then be prompted to enter your extension number and voicemail box PIN
5. Once you have entered a valid extension number and PIN, you will have full access to your voicemail box and all of its functions.

Change Your Voice Mailbox Password

1. Press the voicemail key , or dial 200
2. Enter your password when prompted (0000 by default)
3. Press 2 to enter the mailbox password
4. After each voice message, options for saving, deleting or forwarding the message will be offered. Follow the voice prompts

Change the Number of Rings Before Voicemail Picks Up

1. Press CONFIG button under the display
2. Use the DOWN arrow of the navigation pad to scroll to “Call Forward"
3. Press the Key.
4. Use the DOWN arrow of the navigation pad to scroll to “No Answer Forward"
5. Press the Key
6. Use the DOWN arrow of the navigation pad to scroll to “No Answer Time"
7. Press the Key
8. Use the BACKSP softkey to remove the number of seconds displayed then enter the number of seconds your phone should ring before the voicemail answers (one ring is approximately 4 seconds)
9. Press the Key.